



Section VI, Part Four Response

G4. Network Troubleshooting

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Response:

When MicroAge of Sacramento receives a trouble ticket and routes it to an appropriately skilled Engineer, that engineer contacts the customer and tries to resolve the problem remotely over the phone. If the customer has network management software installed on site the engineer will dial into the customer's (provided that dial-up access is available) site and attempt to troubleshoot the problem remotely. If the problem cannot be resolved remotely, the engineer will schedule an on-site visit to correct the problem. The engineer will identify and correct the problem through the use of fundamental network troubleshooting techniques as well as the use of diagnostic tools such as cable testers and protocol analyzers.

H4. Requirement Deleted



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14. Warranty Services

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Response:

MicroAge of Sacramento provides Warranty Services in order to keep end user's desktop PCs, servers, operating systems and peripherals (equipment) in, or return end user's equipment to, good working order.

MicroAge of Sacramento treats each client service engagement as an important part of its business. For effective client communications, MicroAge of Sacramento has a Service Coordinator assigned as a single point of contact for service management to the customers of RFP 9014. MicroAge of Sacramento will provide an incoming 800 number for the State of California. All support calls will be processed through this line.

Regardless of whether it's MicroAge of Sacramento customer engineers, manufacturer customer engineers, or subcontracted customer engineers **that are performing the assigned tasks, the MicroAge of Sacramento Service Coordinator will be the single point of contact utilizing our Method^M and Manage^M for quality of service.**

MicroAge of Sacramento's warranty service begins the day the product is shipped to the customer. The serial number of each product purchased is entered into a database. These serial numbers form the foundation for tracking products sold to MicroAge customers. If for any reason, the equipment purchased should require repair, their warranty tracking system will quickly identify and validate warranty status.

MicroAge of Sacramento will act as the single point of contact for the State, taking the initial call from the end user, verify entitlement, provide initial call screening and perform problem determination. MicroAge of Sacramento will determine what parts, if any, are necessary to repair the end user's equipment. The assigned customer engineer will replace the defective parts and verify that the problem is resolved. MicroAge of Sacramento will coordinate shipping the parts for repair back to the manufacturer. Warranty Service shall be considered completed when the end user's equipment has been restored in accordance with the warranty guidelines.



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Warranty Services include:

- Toll free telephone access.
- Single point of contact.
- Standard response time. MicroAge provides the standard response times:
 - Immediate response time from the toll free number
 - 1 hour e-mail and web site response
 - 2 hour response from Level II support
 - 8 hour on-site response
 - Upgraded 2 and 4-hour mission-critical on-site response times available. Please understand that any manufacturer warranty upgrade response times supercedes the response times shown above.
- Temporary replacement equipment when available.
- Service repair.
- Call management.
- Reporting.

The process for entering and resolving warranty calls on products sold under this contract is as follows:

- A customer contacts the MicroAge of Sacramento service center via the toll free telephone, e-mail address, or website.
- The Service Coordinator accepts the incident and enters it into the Manage^M service management system. A service incident number is generated.
- The Service Coordinator will determine the service level according to the specific hardware's warranty or upgraded warranty obligations. Even if MicroAge did not provide the equipment, they will make every effort to ensure that the reported incident is resolved to the customer's satisfaction.
- The Service Coordinator will technically screen all calls to MicroAge before a customer engineer is dispatched. There is no charge for this phone diagnosis and it can prevent many service calls from being dispatched. In these phone-fix scenarios, no bill will be generated. Should the Service Coordinator not be able to determine if the incident is hardware or software related, then the call will be escalated to Level II support. If Level II support has determined that hardware repair is required then the incident is



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transferred back to the Service Coordinator for dispatch. If Level II support has determined that the incident is software related, then Level II support will determine if the problem is related to the operating system software or application software. **MicroAge** will provide assistance in reloading or reinstalling the software or application if the warranty or upgraded warranty includes provisions for **software** support.

- When the service level is a return to manufacturer agreement, a Return Merchandise Authorization (RMA) will be assigned. If the customer does not have the required packing and shipping material, **MicroAge** will provide it. **MicroAge** will make arrangements for the equipment to be picked up and returned to the manufacturer.
- When the service level is on-site, the Service Coordinator assigns the incident to a customer engineer.
- The Service Coordinator notifies customer contact of estimated time of arrival (ETA).

The customer engineer, once on-site, follows a standard set of procedures to ensure that each service incident is quickly and completely resolved.

- Check-in at the customer location and notify the primary contact person listed on the service incident ticket.
- Locate the equipment.
- Proceed directly with verifying and troubleshooting the incident.
- If a hardware failure is determined through the troubleshooting process, the appropriate parts are replaced. All parts delivery will be provided by the fastest means possible. If the part is available locally, a local courier might be used to deliver the part to the customer engineer. If the part is not available locally, **MicroAge** will use airfreight for overnight delivery. **MicroAge** is committed to customer satisfaction. In the rare occasion that a part is out of stock, at the customer's request, **MicroAge** will use equivalent or loaner equipment to satisfy that customer's needs until the part becomes available.
- If no hardware failure is determined, and the problem persists, the **MicroAge** engineer will advise the customer about other possible fixes or workarounds.
- If the manufacturers warranty or upgraded warranty does not cover software, at the customer request, for a fee, the **MicroAge**



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customer engineer will continue troubleshooting software, operating system, configuration, etc.

- ✧ The assigned service personnel close the incident through **Manage^M**.
- ✧ The Service Coordinator closes the incident with the customer contact.

If after two (2) hours a problem has not been rectified at the customer site, the customer engineer notifies the Service Coordinator. The Service Coordinator will monitor the progress of the situation and do everything possible to facilitate a timely resolution.

In the event the customer engineer response, or any other aspect of the service incident is not satisfactory, the end user is encouraged to call **MicroAge** and request to speak with the Director of Professional Services. The Director of Professional Services is the first contact in the escalation process.

The **MicroAge** escalation process is as follows:

<u>Elapsed Time</u>	<u>Contact</u>
2 hours	Service Coordinator
4 hours	Technical Consultant Assigned to the account
8 hours	Director of Professional Services
16 hours	State Store General Manager
24 hours	President, MicroAge of Sacramento

Summary reporting is also available through **Manage^M** as well. The reports include, but are not limited to, the following information for each service incident.

- ✧ Date and time reported
- ✧ Date and time of engineers arrival
- ✧ Date and time equipment restored to full operation
- ✧ Warranty status
- ✧ Service provided (actual work performed)
- ✧ Equipment location
- ✧ Service incident number
- ✧ Device name and number



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- Serial number
- Asset number
- Problem description
- Parts used
- Customer name

MicroAge of Sacramento is also capable of providing additional Warranty Activity Reports. These reports can include, but are not limited to:

- Service Incident Summary
- All Open Service Incidents
- All Open Service Incidents for an Engineer
- All Closed Service Incidents
- All Closed Service Incidents for an Engineer
- Service Incidents by Status
- Service Incidents Pending
- Custom Reports developed with the customer

MicroAge of Sacramento is, in addition to Compaq, HP, IBM, and Toshiba, an authorized warranty center for many of the most commonly purchased products purchased by the State. In addition to this, MicroAge of Sacramento has been an active participant in Ingram Micro's National Service Network (NSN) for the last three years. As its name implies, NSN is a national network of over 400 reseller members and 3,000 service professionals providing support solutions to the end user. More importantly, NSN has 30 locations with 816 certifications in California alone.

Ingram Micro's NSN provides an association of network and service providers throughout the State of California. When MicroAge, who is a member of Ingram's NSN, desires assistance with installations or warranty services, or network services, the MicroAge Service Coordinator makes a service request to the NSN. The NSN then accesses their member database searching for another member who offers the requested services. Subcontractors NSE, SE, SR/ADV SE, CE, and PM staff will perform all services per the duty statements shown and to furnish these services utilizing staff that has been pre-approved by the Department of General Services. MicroAge has provided and utilized this service on a regular basis.



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MicroAge also has access to Ingram Micro's knowledgeable, accessible, customer service-focused team of technical support engineers. As an NSN member, MicroAge receives free pre-sale support, free post-sale support and fee-based post-sale support. Ingram Micro's staff of more than 160 technical support engineers holds certifications from Microsoft, Compaq, Cisco, HP, 3Com, IBM, Nortel Networks, Novell, SCO, Sun and more.

MicroAge of Sacramento's Manage^M Service Management System ties directly into the NSN. By combining MicroAge's Manage^M Service Management System into the NSN system, MicroAge can manage the service call from beginning to end to continue it's single point of contact relationship with the State.

. The following is a list of city locations that contain NSN members:

- ## Bakersfield
- ## Brea
- . Burbank
- ## Costa Mesa
- ## Diamond Bar
- ## Emeryville
- ## Fremont
- ## Fresno
- ## Goleta
- ## Irvine
- ## Lomita
- ## Oakland
- ## Palm Desert
- ## Pleasant Hill
- ## Pleasanton
- ## Richmond
- ## Rocklin
- ## Sacramento (5)
- ## San Diego (2)
- ## San Dimas
- ## San Francisco
- ## San Rafael



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✓✓ San Jose
✓✓ Torrance
✓✓ Ventura

All members of the NSN provide a profile of the services they offer and what hardware manufacturer and Network Operating System certifications their engineers have.

Hardware Manufacturer Certified Technicians:

✓✓ Apple (27)
✓ AST (53)
✓✓ Compaq (142)
✓✓ Epson (24)
✓✓ Hewlett Packard (156)
✓ IBM (76)
✓✓ Lexmark (18)
✓ NEC (22)
✓✓ Okidata (8)
✓✓ Toshiba (47)

Network Certified System Engineers:

✓✓ Banyan (4)
✓✓ Bay Networks (8)
✓ Cisco (42)
● Citrix (5)
✓✓ Microsoft (90)
✓✓ Novell (93)
✓✓ 3Com (6)

J4. Requirement Deleted



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K4. On-Site Engineering Services

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Response:

MicroAge of Sacramento provides on-site engineering services utilizing the MicroAge Method[™], our Network Questionnaire, our Network Planning Guide, and our Workstation Planning Guide to properly evaluate the customers' needs. Please review the above-mentioned documents to fully understand MicroAge of Sacramento's on-site services methodology. The **MicroAge Method[™], Network Questionnaire, Network Planning Guide, and Workstation Planning Guide are the last four blue tabs in this binder.**

The following project overviews are provided as examples of services performed.

- ✧ An international semi-conductor manufacturer with a location in Northern California required a Y2K equipment refresh. 500 workstations throughout the location needed to be replaced within a two-month period. MicroAge not only provided the procurement vehicle for purchasing the new equipment but also: developed and implemented an asset tracking system, applied asset tags, developed hard disk images for the new workstations, and imaged, installed, and configured the new workstations.
- ✧ A large Northern California grocery store chain provides cabinetry and other related services to the various stores throughout the state. The Cabinetry Division was utilizing Microsoft Excel workbooks to capture project information and track processes, provide invoicing, and reporting. MicroAge of Sacramento's solution was a Microsoft Access 2000 database that provided enhanced functionality and flexibility that met the divisions' requirements. The solution utilized the divisions' current network infrastructure and allowed a migration path that could include other divisions within the company.
- ✧ A division of the California Department of General Services required a complete network migration from Novell NetWare 3.11 to Microsoft NT 4.0. They also required a migration from Lotus CC:Mail to Microsoft Exchange 5.0. MicroAge provided the design



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and implementation services for the project. Those services included: designing the new network infrastructure, planning the migration strategy, installing and configuring the new Microsoft servers, data migration, and over 750 client application upgrades. MicroAge also provided a complete set of network documentation and provided hands-on training and performed a knowledge transfer with the divisions' technical support staff.

MicroAge of Sacramento's team of Engineers can provide a series of proactive network management and support services designed to prevent problems within your existing network(s) before they happen.

Resumes for these positions are included in **Volume I, Part 3, B3**

System Engineer (SE): must have at least 24 months experience within the last 36 months. Experience must include, at a minimum, the following:

- ✧ Must have experience in development of systems or associated operational experience
- ✧ Must have experience in integration of internal server CPU hardware components
- ✧ Must have experience in diagnosing failures, correcting problems and providing network support services
- ✧ Duty statement shall include, at a minimum, the following: Under general direction, developing and maintaining data processing applications which meet customer business needs. Coding testing and implementing computer programs in developmental and maintenance modes. Defining system requirements and priorities with customers and ensuring that daily needs are met. Developing system and programming specifications. Designing data processing solutions based on business needs and technical considerations. Researching and resolving application production problems. Monitoring application performance and performance run time improvement functions.

In addition, the System Engineer will offer back up support for the Technical Consultants in providing resolution to customers' questions and issues. They will be primarily located at customer sites, but will also spend time at the Customer Service Center to ensure availability and



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expertise to satisfactorily monitor the Electronic Forum, customer calls, and e-mail issues. They will, in addition to the requirements shown above, be able to:

- Load network operating systems.
- Create and administer user accounts
- Install and administer workstation applications
- Configure a networking environment
- Install and administer printers and print queues
- Install and administer uninterruptible power supplies
- Implement standard office application packages i.e., Microsoft Office and WordPerfect
- Fully implement electronic mail applications

Senior/Advanced System Engineer: must have at least 48 months experience within the last 60 months. Experience must include, at a minimum, the following:

- Must have experience in all of the duties of an On-Site System Engineer.
- Must have experience in correcting problems and providing expert network support services.
- Must have at least two years experience as overall technical lead for development, operations, testing, integration, or fielding of complex systems.
- Duty statement shall include, at a minimum, the following: Under minimal direction, applies specialization within a line of business to provide programming and technical leadership in support of customer needs. Acting as lead in subsystem design and participating in system design projects. Overseeing development and implementation of system specifications, designs, integration, testing, and documentation. Interfacing with customers to define system requirements and priorities. Developing risk management and mitigation strategies. Acting as principle interface to complementary programs.

The Senior/Advanced System Engineer must also be capable of:



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- Working closely with clients designated network administrator(s) to develop and implement standardized network services and procedures tailored to the client's specific organizational needs.
- Developing and implementing standardized network services and procedures tailored to the client's specific organizational needs.
- Advising on network security, backup procedures, and virus protection.
- Devising network naming conventions and addressing schemes.
- Consulting, designing and recommending enterprise mail implementations.
- Consulting about third party products such as optical storage and retrieval and fax gateways.
- Establishing communications to remote sites, mainframes, wide area networks, and other disparate systems through bridges, routers, communications servers, and gateways.
- Resolving interoperability issues through implementing multi-protocol architectures in a LAN and WAN environment.
- Performing network design services including cable plant layout, local and remote communication links, recommendations for equipment purchases based upon performance requirements, etc.
- Performing initial consultations with customers regarding new LAN implementations and designs.

Consulting Engineer (CE): must have at least 6 years experience within the last 7 years. Experience must include, at a minimum, the following:

- Must have experience in working closely with designated network administrator(s) to develop and implement standardized network services and procedures tailored to an agency's specific organizational needs.
- Must have experience in diagnosing failures, correct problems or providing network support services such as upgrades, one-on-one training, etc.
- Duty statement shall include, at a minimum, the following: Acting independently as a technical advisor on the most specialized phases of system design, implementation, analysis and programming. Leading and participating in major system studies and implementations. Supporting systems engineers and internal marketing teams .in solving complex problems involving a broad



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range of technologies and industry issues. Investigating state-of-the-art technology and applying it. Communicating technical alternatives to management and recommending action. Functioning as technical expert during product presentations to customers.

All Consulting Engineers experience also includes the following:

- Strong knowledge of multiple platforms and their integration needs.
- Consults, designs, and recommends solutions for the enterprise.
- Consults on, designs, and deploys network management systems.
- Knowledgeable with help desk requirements and their deployments.
- Works with customers to develop and implement true asset management.
- Performs project planning to facilitate large, multi-location deployments.
- Operational experience in large environments.
- Performs network design of large WAN's encompassing cost, performance ratios, proofs of concept, and business justifications.

Project Manager: must have at least 8 years experience within the last 9 years, Experience must include, at a minimum, the following:

- Must have experience in planning, organizing, directing and controlling of project resources. (i.e. managing product acquisition schedules with manufacturers and distributors)
- Two years experience in management of projects/ tasks similar in scope and requirements to current program.
- Experience in overseeing medium to large scaled IT projects comprised of sub-projects and distinct deliverables.
- Duty statement shall include, at a minimum, the following:
Providing business, technical and personnel management for individual projects, such as engineering studies, computer applications and systems development. Planning, directing and coordinating the acquisition and development of new business to an operational account stage. Initiating, supporting and participating in negotiations with prospective customer. Analyzing effects of project upon various operating and support areas, such as



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information processing/ data centers, assembly and manufacturing, to determine the most practical and cost effective method to obtain the required resources. Providing guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and work requirements.

Project Managers will also:

- Have intimate knowledge of the product delivery and model life cycle plans of today's major manufacturers
- Be capable of configuring and staging product from multiple vendors and sources, in a timely, cost effective manner.
- Be able to develop processes that can be executed by MicroAge of Sacramento's system engineering staff, providing familiarized local support during the post-installation phase.

In addition to the positions shown above MicroAge of Sacramento is providing Customer Engineers (CE) to perform warranty work. The following duty statement is offered.

Customer Engineer must have **18 months experience within the** last 24 and must meet the following minimum requirements:

- Two year electronic technical degree preferred, or equivalent experience.
- Must possess certifications at a minimum two major system manufacturers including, but not limited to: Compaq, IBM, Toshiba, HP, and NEC.
- Must possess additional certifications as directed to meet any contract requirements.
- Must possess an A+ Certification
- Must possess the ability to follow instructions and communicate in a concise manner.
- Network connectivity experience.
- Must be able to work weekends if required.
- Ability to service **both** hardware and software computer products.



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Each Customer Engineer will have available to bring, at a minimum, the following to the repair site:

- Parts
- General purpose hand tools
- Product unique tools
- Volt Meter
- Virus checker software
- Product specific diagnostic software
- Drivers/configuration files for specific hardware
- Manuals for specific hardware
- Cleaning solutions
- Pressurized air



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L4. Additional Commitments/Services

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Response:

MicroAge of Sacramento can eliminate any fear you might have about being held accountable for the success of your IT projects. We not only specialize in providing expert IT staff, but can ensure that you have selected a partner with unsurpassed focus on government IT solutions and project management. In addition, our results oriented tracking system leaves no doubt that MicroAge of Sacramento is the right choice.

We want to alleviate the worry involved in IT projects and use our in-depth experience and response team members to give our customers what they contracted for. Our response team members include experienced technical staff that truly understand and deliver exactly what you're asking for.

Our years of experience with public sector contracts enable us to go above and beyond mere compliance. We're able to identify critical details in a complex IT contract that may have been overlooked and then fill in the gaps to ensure a successful implementation and ongoing support.

We put the same level of expertise and attention to detail into each project, regardless of size. So whether you have 50 or 50,000 desktops, you get an unmatched commitment towards achieving your ideal solution.

There are other areas of expertise that MicroAge of Sacramento possesses that have not been addressed in this response. These areas are:

- Asset Management
- Enterprise Systems Management
- Firewall/Security
- Helpdesk
- Business Technology Solutions that include:
 - Database Application Development
 - Legacy Host to Web Integration
 - Document Management
 - Internet/Intranet Solutions



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o E-Commerce

Our team approach to the solution or technology you choose will be implemented in a controlled, documented, professional manner that results in a true solution to your unique business requirements.

We have carefully selected other state-of -the-art vendors to supplement our proposal. Our objective here is to offer additional services that will be deemed of significant value to the State of California and local governments throughout the life of the contract.

Jamcracker, a statewide application service provider, takes care of the day-to-day management of the IT infrastructure--such as application integration, server management, user support, and more -while you focus on making IT a more strategic asset for your organization.

Jamcracker aggregates top web-based IT and business services from multiple vendors, integrates them together so that data gets shared appropriately, adds in 24x7 customer support, then delivers it all to you and your users through a single portal on the Internet, called Jamcracker Central.

Jamcracker can help eliminate the daily requests and problems preventing you from accomplishing the strategic tasks that contribute directly to the growth of your company--tasks like implementing e-business software to drive new revenues or consulting with engineers to evaluate technologies for the next version of your product. Working on these kinds of strategic IT initiatives is probably the main reason you got into IT in the first place.

With Jamcracker, your users can get support 24 hours a day, when it's convenient for them. Your users will also appreciate the single point of contact for all these applications. They call a single phone number for support, regardless of the specific application. Single point of contact also means that a single **login** to Jamcracker Central on the Net gives users instant, 24x7 access to all their IT services like e-mail, web conferencing, expense reporting, and more. No more being tied to the office for these critical tasks, and no more remembering multiple usernames and passwords.



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Allows you to better utilize and retain your skilled IT staff--and have more fun too. One of the biggest challenges IT directors face is employee retention. And a major reason for employee departures is that facing a daily litany of complaints from users, as most IT administrators do, isn't most people's idea of fun. But when Jamcracker takes those issues off the table, work can get much more fun.

The following suite of services are offered through Jamcracker:

- **Jamcracker Enterprise** - offers an unparalleled choice of best in class Web based services and applications that are deployed, managed, and supported 24x7 via a unified platform. It starts with the Jamcracker unified platform and includes Jamcracker Central, integration capabilities, and 24x7 service and support.
 - o **Jamcracker Central** - Is an integrated Web-based workspace that offers access to all Jamcracker services that include: - Single sign-on - Highly secure - Scalable and robust - Browser-based. It increases end-user and IT productivity. Provides aggregation and integration of all business solutions. Allows fast implementation of new services and provisioning of new users.
 - o **Integration Platform** - Provides integration and workflow across disparate Web-based applications, as well as in-house systems. Increases enterprise-wide efficiency and productivity. Allows fast and cost-effective deployment and integration of new applications and services. Provides "instant infrastructure" which is fully managed and supported by Jamcracker.
 - o **Jamcracker Service Center** - A **2x47** support center, providing your organization with instant access to a world-class team of trained customer support specialists who can answer questions, take service requests, and provide unrivaled follow-up care. It improves user and IT productivity and satisfaction. Resolves issues and problems quickly. Accessible from anywhere in the world by telephone, email, or the Internet.
- **Jamcracker IT Services** - Jamcracker delivers solutions for our customers' IT managers and administrators. These services offer help-desk and problem resolution services, data on usage, costs, service utilization and performance as well as service-level monitoring



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tools. Jamcracker also offers security, desktop and network management solutions.

- **On-Line Backup** - Automated, transparent back-up and restore capability for laptop and desktop systems. Ensures that employee and corporate data is secure. Reduces risk of data information loss and downtime following system crashes. Provides fast and efficient backups and restorations, without the need for IT department to perform the operations.
- **Microsoft OS & Applications Support** - "Level one" support for most Microsoft desktop and server operating systems, as well as desktop office applications. Improves productivity of end users and your IT staff by offloading simple queries and problems to our Microsoft-certified engineers. Service is 24x7x365, with SLA guarantees.
- **Intrusion Detection and Virus Scanning** - Services from Network Associates for automatic detection and monitoring of unauthorized "guests," as well as complete virus protection. Protects your most sensitive data and applications from unauthorized users, fraud and misuse. Alleviates the productivity, systems and user issues associated with the transmission of Internet, PC and Server viruses. Helps you maintain your credibility and integrity as you put your business on the Web.
- **IT Intelligence** - Comprehensive toolset to leverage capabilities of your IT department and Jamcracker: IT Reporter, IT Advisor, IT Monitor, Customer Monitor. Data warehouse capability, offering IT users a **datamart** environment for reporting on service usage and service levels. Improves service levels for all IT and business services. Increases effectiveness and productivity of IT department. Allows for monitoring of SLAs, provides alerts and access to comprehensive IT knowledge bases.

◀ **Jamcracker Collaboration & Connectivity Services** - Jamcracker offers services that help keep customers connected to the Internet, to the corporate network, and to each other. From email to web conferencing to virtual private networks, our services cover the full range of collaboration and connectivity solutions.



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- **Internet E-mail** - Internet-based e-mail services, supporting PON and IMAP4 protocols. It's robust, enterprise-class, managed e-mail, accessible worldwide with excellent ROI.
- **Hosted Exchange** - Fully hosted Microsoft Exchange service: supporting Web-based e-mail, Outlook and other client software, shared calendars, folders & collaboration. It's function-rich and robust environment improves end-user productivity. Choice of access offers maximum flexibility for remote employees. Offers huge scalability to accommodate growth.
- **Web Conferencing** - Is an Internet-based meeting and conferencing service. Offers facilities to share documents, slides, demonstrations and browser sessions. It offers huge opportunity to reduce travel time and expense for meetings which can be facilitated over the Internet. Increases utilization of key resources. Improves employee productivity. Provides easy-to-use real-time information sharing.
- **Remote Access** - Dial-up access to corporate resources or to your Jamcracker workspace. It offers over 11,000 local access numbers worldwide ensure wide coverage for remote employees. Simple, robust service for trouble free connection with attractive pricing schemes.
- **Virtual Private Network (VPN) - Secure** access to corporate data and applications via the public Internet. VPN's are a cost-effective alternative to building a private network. Offers highly secure, scalable and robust access to your enterprise applications-at a fraction of the price.

○ **Jamcracker Business Services - You** get a choice of leading business solutions, such as finance and administration, human resources, CRIVI, e-Marketing, sales force automation and many more. Jamcracker business services can be implemented and integrated quickly with other Jamcracker services or with your current IT infrastructure. In addition, Jamcracker offers a wide variety of business consulting, integration, migration and implementation services. Complete HR administration, salary and job planning. Employee self service with manager views. Benefits administration and open enrollment. Full HR Reporting.



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- **HR Management & Benefits Administration** - Increases HR and employee productivity. Allows HR to focus on strategic initiatives. Saves time on administration. Great ROL Offers higher accuracy in employee records and benefits.
- **PeopleSoft Human Resources Management System** - Fully managed and supported PeopleSoft HRMS. It's fast time-to-implementation via pre-tested templates or as a customized solution. Hosted service via Surebridge reduces costs, and saves resources because little in-house expertise is required.
- **Recruiting and Workforce Management**- Requisition development and approval with application tracking and processing. Offer approval. Full reporting. Headcount planning, budgeting, reporting, & analysis. This service streamlines the entire process of planning and optimizing your workforce. Offers resume scanning, tracking and automated workflow through to hire. Reduces errors, ensures professional image of your company and reduces administrative overhead.
- **Professional Services Automation** - Complete business services suite for all professional services organizations. Includes time-tracking, billing, project management, proposal builder, client communication and links to payroll and other systems. It increases revenues through more accurate time tracking and billing. Allows improved management of projects and ROL Improves information flow inside and outside the company-enhances communications with customers. Tracks expenses and improves productivity of your staff.
- **Enterprise Professional Services Automation**- Enterprise-level Professional Services Automation Service provides a powerful solution specially designed for the complex "bid to bill" business process. Offers functions to manage opportunities, resources, knowledge, engagements, project accounting, issue resolution, training. Includes optional Oracle Financials Solution. It can optimize resources and skills. Generate proposals efficiently and manage the client pipeline to improve win rate and client satisfaction. Integrated financial suite allows for accurate project pricing and margin analysis. Collaborative tools allow for sharing of information, document content and best practices. Executive



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- dashboard improves decision-making and ROI.
- o **Contract Managemet** - Full lifecycle contract negotiation, management of obligations and renewals with integration to existing systems and compliant revenue recognition. This service offers a complete solution for the management of complex and multiple contracts, Lowers risk and reduces time and errors in negotiation, ensures that obligations are met thereby increasing customer satisfaction. Increases renewal rates and revenues and ensures that revenues are recognized in a timely and compliant fashion.
 - o **Travel & Expense Management** - Expense reimbursement and online submittal, with company-specific policy compliance. Provides automatic notification and approvals. Offers credit card prepopulation and full reporting. You can improved employee productivity and satisfaction, The solution is in compliance with IRS regulations and significantly reduces operating costs. Management control and authorization reduces the chance of fraud or errors.

The following chart represents the services offered by Jamcracker. Please refer to table A12, Additional Services for service pricing.

Part Number	Description	unit
CORE-JAMC-0001	Jamcracker Enterprise Setup	1 to 250 Users
CORE-JAMC-0002	Jamcracker Enterprise Setup	251 to 600 Users
CORE-JAMC-0003	Jamcracker Enterprise Setup	601+ Users
CORE-JAMC-1001	Jamcracker Enterprise Base	User
MAIL-CTCH-0001	Exchange 2000 Service Setup	Mailbox
MAIL-CTCH-0003	Exchange 2000 Implementation Planning Remote	Agency
MAIL-CTCH-0004	Exchange 2000 Implementation Planning (Onsite)	Agency
MAIL-CTCH-1001	Exchange 2000 Service (99.5%, CAL SAL	Mailbox
MAIL-CTCH-1101	Exchange 2000 Service (99.5%, CAL/SAL) (Starter Special)	Mailbox
MAILCTCH-1002	Exchange 2000 Service (99.5%)	Mailbox



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MAIL-CTCH-1006	Exchange 2000 Service (99.9%, CAL/SAL)	Mailbox
MAIL-CTCH-1007	Exchange 2000 Service (99.9%)	Mailbox
MAIL-CTCH-1010	Exchange 2000 Extra 10 MB Storage	Mailbox
MAIL-CTCH-1011	Exchange 2000 Extra 25 MB Storage	Mailbox
MAIL-CTCH-1012	Exchange 2000 Extra 50 MB Storage	Mailbox
MAIL-CTCH-1013	Exchange 2000 Extra 100 MB Storage	Mailbox
MAIL-USAN-0001	Internet Email Service Setup	Agency
MAIL-USAN-1001	Internet Email Service Base	Mailbox
MAIL-USAN-1002	Internet Email Extra 20 MB Storage	Mailbox
MAIL-USAN-1003	Internet Email Extra 45 MB Storage	Mailbox
RASX-IPAS-0001	RAS Service Setup	Agency
RASX-IPAS-1001	RAS Domestic Usage	Minute
RASX-IPAS-1002	RAS Domestic Fixed Rate Plan	User
RASX-IPAS-1003	RAS Additional Hours, Domestic Fixed Rate Plan	Hour
RASX-IPAS-1004	RAS International, Toll-free Charges	Minute
VPNN-MCFE-0001	Remote VPN Service Setup	1 to 500 Users
VPNN-MCFE-0002	Remote VPN Service Setup	501+ Users
VPNN-MCFE-1001	Remote VPN	Shared Secret, 25 Users
VPNN-MCFE-1002	Remote VPN Users	Shared Secret, 25 to 500 Users
VPNN-MCFE-1003	Remote VPN Users	Shared Secret, 501+ Users
VPNN-MCFE-1101	Remote VPN	PKI, 25 Users
VPNN-MCFE-1102	Remote VPN Users	PKI, 25 to 500 Users
VPNN-MCFE-1103	Remote VPN	PKI, 501+ Users
VPNN-MCFE-0003	Site-Site VPN Service Setup	1 to 500 Users
VPNN-MCFE-0004	Site-Site VPN Service Setup	501+ Users
VPNN-MCFE-2001	Site-Site VPN	1 to 25 Users
VPNN-MCFE-2002	Site-Site VPN	26 to 100 Users
VPNN-MCFE-2003	Site-Site VPN	101 to 500 Users
VPNN-MCFE-2004	Site-Site VPN	501 to 1,000 Users
VPNN-MCFE-2005	Site-Site VPN	1,000 to 2,000 Users



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VPNN-MCFE-2101	Site-Site VPN	Monitor Only, 1 to 25 Users
VPNN-MCFE-2102	Site-Site VPN	Monitor Only, 26 to 100 Users
VPNN-MCFE-2103	Site-Site VPN	Monitor Only, 101 to 500 Users
VPNN-MCFE-2104	Site-Site VPN	Monitor Only, 503 to 1,000 Users
VPNN-MCFE-2105	Site-Site VPN	Monitor Only, 1,001 to 2,000 Users
VPNN-MCFE-2201	Site-Site VPN	Remote VPN Option, Shared Secret, 1 to 25
VPNN-MCFE-2202	Site-Site VPN	Remote VPN Option, Shared Secret, 26 to 500 Users
VPNN-MCFE-2203	Site-Site VPN	Remote VPN Option, Shared Secret, 501+ Users
VPNN-MCFE-2301	Site-Site VPN	Remote VPN Option, PKI, 1 to 25 Users
VPNN-MCFE-2302	Site-Site VPN	Remote VPN Option, PKI, 26 to 500 Users
VPNN-MCFE-2303	Site-Site VPN	Remote VPN Option, PKI, 501+ Users
ANVR-MCAF-0000	AntiVirus Service Setup	Agency
ANVR-MCAF-1001	AntiVirus Service	Node
VPNN-MCFE-0005	Managed Firewall Service Setup	1 to 500 Users
VPNN-MCFE-0006	Managed Firewall Service Setup	501+ Users
VPNN-MCFE-3001	Managed Firewall	1 to 25 Users
VPNN-MCFE-3002	Managed Firewall	26 to 100 Users
VPNN-MCFE-3003	Managed Firewall	101 to 500 Users



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VPNN-MCFE-3004	Managed Firewall	501 to 1,000 Users
VPNN-MCFE-3005	Managed Firewall	1,001 to 2,000 Users
VPNN-MCFE-3101	Managed Firewall	Monitor Only, 1 to 25 Users
VPNN-MCFE-3102	Managed Firewall	Monitor Only, 26 to 100 Users
VPNN-MCFE-3103	Managed Firewall	Monitor Only, 101 to 500 Users
VPNN-MCFE-3104	Managed Firewall	Monitor Only, 503 to 1,000 Users
VPNN-MCFE-3105	Managed Firewall	Monitor Only, 1,001 to 2,000 Users
ITRU-MCFE-0001	Intrusion Detection Service Setup (Software)	Agency
ITRU-MCFE-0002	Intrusion Detection Service Setup (Optional Hardware)	Agency
ITRU-MCFE-0003	Intrusion Detection Service Setup	1 to 500 Users
ITRU-MCFE-0004	Intrusion Detection Service Setup	501+ Users
ITRU-MCFE-1001	Intrusion Detection	Agency
WBCN-WEBX-0001	WebCon Service Setup	Agency
WBCN-WEBX-1001	Web Conferencing	Minute
WBCN-WEBX-1002	WebCon Audio (Outbound Calls)	Minute
WBCN-WEBX-1003	WebCon Audio (Inbound Calls)	Minute
WBCN-WEBX-1004	WebCon Voice over IP (VoIP)	Minute
SPRT-JAMC-1001	Microsoft Support	User
BKUP-CNCT-0001	Online Backup (TLM) Service Setup	Agency
BKUP-CNCT-1001	Online Backup (TLM) Data Only	Node
BKUP-CNCT-1002	Online Backup (TLM) Business	Node
BKUP-CNCT-1003	Online Backup (TLM) Enterprise	Node
BKUP-CNCT-1004	Online Backup (TLM) Help Desk	User
JCRM-TLMA-0001	CRM Service Setup	Agency
JCRM-TLMA-1001	CRM Service	5 users
JCRM-TLMA-1002	CRM Service Additional Users (Each)	User
JCRM-TLMA-1010	Campaign Mgmt	1 to 25,000 Outbound Emails